Original operating instructions

c35

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1.1 Explanation of the safety symbols

⚠ DANGER

This symbol warns of the high probability of an electric shock and the resulting danger to life.

⚠ WARNING

This symbol warns of the risk of injury (e.g. scalding).

⚠ CAUTION

This symbol warns of possible damage to the c35.

ℹ INFORMATION

This symbol indicates important and useful information concerning operation of the c35.

This symbol refers to another location in the operating instructions.

1.2 Basic safety instructions

Please follow ALL safety instructions in these operating instructions!

1.2.1 Information about these operating instructions

Please ensure that these operating instructions are always kept close at hand. Ideally in a folder together with all other c35 documents.

1.2.2 Designated use

The c35 and its attachments are designed exclusively for use in the hotel and restaurant industry and in factories and offices! The c35 is not suitable for use outdoors.

1.2.3 General hazards

⚠ DANGER

Danger to life from electric shock

- Never turn on an appliance which is damaged or has a defective power cord.
- If there are signs of damage (e.g. smell of burning), immediately disconnect the appliance from the power supply and contact your service technician.
- A damaged power cord on the appliance must be replaced by a qualified service technician.
- Never let the power cord hang down. The power cord may become a trip hazard or may be damaged.
- Ensure that the appliance and the power cord are not near hot surfaces, e.g. ovens, gas or electric cookers.
- Ensure that the power cord is not trapped or rubbing against sharp edges.
- Never open and repair the appliance yourself. Do not make any changes to the appliance which are not described in the operating instructions for the appliance.
- Never remove casing, machine parts or electrical parts.
- The appliance contains live parts. Danger to life if the appliance is opened.
- Repairs may be performed only by the service technician with original spare parts and accessories.
- Use original accessories only. Accessories which were not explicitly recommended by CAFINA may damage the appliance and cause fire, electric shock and injuries.

⚠ WARNING

Risk of injury!

– If objects are placed in the grinding unit, splinters may be ejected and the machine damaged.
  ➤ Do not place any objects in the bean hopper or the outlet to the grinding unit and do not poke the feed apertures with an implement! Do not reach into the machine, as hands may be bruised or grazed by the inner machine elements.
  ➤ Never open and reach into the machine! The c35 may be opened by authorised technicians only!

⚠ WARNING

Risk of injury!

– Children and adults with impaired physical sensitive faculties, impaired intellectual powers or who have little experience must not operate the appliance except under the supervision or instruction of a person responsible for their safety. Supervise children to prevent them from playing with the appliance.

⚠ WARNING

Risk of burns!

– The cup warmer trays are hot
  ➤ Do not touch trays!
– While the machine is being cleaned automatically or manually, hot water and steam are discharged continuously.
  ➤ When cleaning the machine, keep away from the outlets!
– The product outlet, the hot water outlet and the steam pipe become very hot!
  ➤ Do not touch outlets!
– When the products are discharged, there is a risk of being scalded by the products themselves.
  ➤ Caution when handling hot drinks!
– If the user interface is accidentally touched, coffee can be unintentionally discharged.
  ➤ Only touch the sensitive user interface deliberately.

⚠ WARNING

Hazard posed by spoiled milk and coffee residue!

– If the machine is not cleaned on a regular basis, milk and coffee residue may stick inside the machine, block the outlets or get into the drinks. The c35 automatically cleans itself when turned off.
  ➤ Once a day also clean the machine yourself!
  Read chapter 12 "Cleaning"!

⚠ CAUTION

Operating conditions!

To ensure that the coffee machine is operated correctly, observe the following operating conditions:

– Operating personnel:
  ➤ The operating personnel must be trained by authorised technicians.
– Technicians:
  ➤ Only technicians trained by the manufacturer or by one of his authorised cooperation partners may maintain or repair the machine.
– Water quality:
  ➤ Total hardness = 7– 8° dGH
  ➤ Carbonate hardness = 3– 7° KH
  ➤ Acidity = 6.8 – 7.2 pH
  ➤ Conductance < 900 mS
– Milk quality:
  ➤ Any type of milk can be used provided it is pasteurised and homogenised and has a maximum fat content of 0 – 3.5%.
– Coffee bean quality:
  ➤ Only raw coffee which has been sorted should be used. Extraneous matter, such as pieces of wood or metal, stones, leaf remnants, etc., have been removed to prevent damage to the grinding discs in the coffee grinders. However, raw coffee of medium quality may still contain a considerable amount of defective beans and extraneous matter.
  ➤ Furthermore, coffee beans are preferred which are roasted using the traditional roasting method in an externally heated, continuously moving drum for approx. 6 – 30 min. and cooled gently with air. Turbo-roasted coffee beans are to be avoided (roasting method for 3 – 5 min. and coffee beans are usually cooled with water). In principle, the following applies: The more the coffee beans are burnt, the lower the required initial quality of the coffee beans.

⚠ CAUTION

Risk of destruction!

– Do not poke the feed apertures with an implement!
– If objects are placed in the feed apertures for coffee powder and cleaning tablets, the machine may be damaged.
– The c35 is not protected against water jets. Do not clean the appliance with a water jet or high-pressure cleaner.
Follow chapter 12 "Cleaning"!

⚠ CAUTION

– Touch display with fingers only. Do not use pointed objects.
– Do not use a soiled or incorrect chip card. Always insert slowly and straight. Do not pull out card until it is indicated on the display.
– Do not empty any extraneous liquids into the drain.

1.3 User rights c35

The user rights of the c35 are divided into three different user groups:

1| USER (standard user)
2| MANAGER (user with settings rights)
3| ENGINEER (comprehensive service and maintenance rights)

The different rights are specified by the chip cards. The corresponding chip card is required to execute all operating steps, setting steps and functions as well as to turn the appliance on and off!
Before using the chip cards, read chapter 9 "Chip cards".

1.4 Certification of the c35

The c35 features the currently required test mark according to the implemented certification:

For the processing of cold and warm milk with integrated, fully automatic cleaning the c35 satisfies the hygiene requirements according to Prof. Dr. Haevecker of the Fachlabor für Sensorik Berlin (HACCP – Hazard Analysis Critical Control Point).

2.1 Identification of the appliance type

The c35 is available in the following versions:

c35-1W **Coffee and hot water**
(basic model)

c35-12C **Coffee, hot water and steam**
(with steam tap for frothing up milk)

c35-12M **Coffee, hot water and milk**
(with milk jet for integrated output of hot milk)

c35-12CM **Coffee, hot water, steam and milk**
(with steam tap and milk jet for integrated dispensing of hot milk and foam)

c35-mc **Milk cooler**

c35-mcs **Milk cooler (narrow)**

c35-mcu **Base refrigerator**

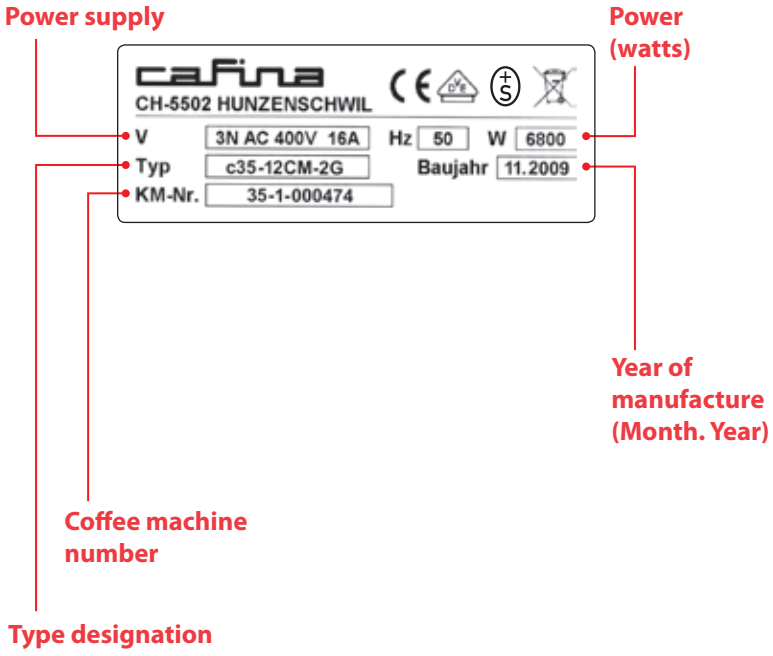
c35-mc/cw **Refrigerator / cup warmer**
Combination appliance

c35-cw **Cup warmer**

The appliance type of your c35 has to be established for some operating steps, as the appliance types may have different requirements. The appliance type can be found on the rating plate affixed to your c35 (e.g. c35-12CM-2G see following diagrams).

INFORMATION

The rating plate of the c35 is situated behind the grounds drawer.



2.2 Brief description of the appliances (technical data, see page 29)

2.2.1 c35

The c35 is a fully automatic coffee machine and is used to dispense various coffee products as well as to heat and froth up milk. The bean hoppers are used to fill the appliance with whole beans. A special insertion chute allows coffee powder to be used.

The c35 basic model can dispense pre-programmed coffee products. The dispense command is issued via direct selection keys which are on the control panel. Drink selection and additional functions (cleaning, operating status, filling level, etc.) are indicated on the display.

2.2.2 Milk cooler c35-mc (optional)

The milk cooler is used exclusively to cool milk. The milk container inside the appliance is available in two versions: either with a nine-litre capacity or with two separate chambers (not yet available) which can hold four litres of milk each. This two-chamber system allows the storage of two different types of milk (e.g. whole milk and skimmed milk). The milk is dispensed automatically according to the products.

2.2.3 Milk cooler c35-mcs (optional)

The milk cooler is used exclusively to cool milk. The milk is dispensed automatically according to the drinks.

2.2.4 Milk cooler c35-mcu (optional)

The milk cooler is used exclusively to cool milk. The milk is dispensed automatically according to the drinks.

2.2.5 Milk cooler c35-mc/cw (optional)

The milk cooler / cup heater combination appliance has two levels with heating elements underneath and a cooling box. Authorised technicians can preselect four temperatures for the heating elements. The milk cooler is used exclusively to cool milk. The milk is dispensed automatically according to the drinks.

2.2.6 Cup warmer c35-cw (optional)

The freestanding cup warmer has three levels with heating elements underneath. Authorised technicians can preselect four temperatures for the heating elements.

3.1 Overview

Grounds drawer

Insertion chute with spoon for decaffeinated coffee powder or cleaning tablets

Chip card slot

Milk jet cover

Coffee bean hopper with lid

Status light

When the appliance is connected to the power supply, the company logo is lit red.

Temperature display for milk cooler

Control panel

Milk cooler

Hot water dispenser

Product outlet (height-adjustable)

Steam dispenser

Drip tray

3.2 Control panel with the function keys

Status light

Control panel with product selection key

Stop key

Preselection key for coffee (decaffeinated)

Page selection key

Page display

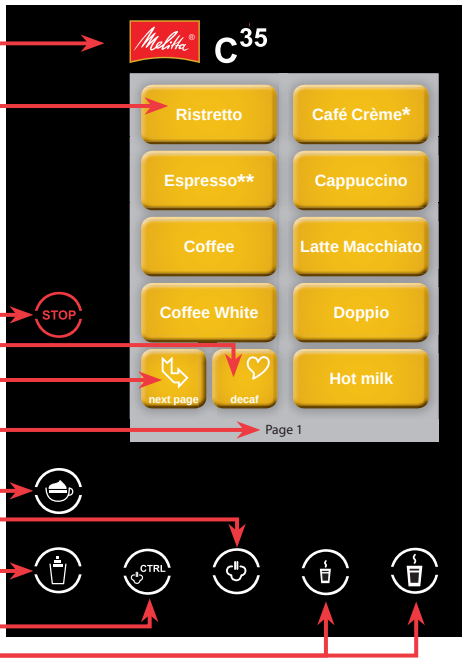
Moussy foam (optional)

Steam key

Solid milk foam (optional)

Steam Control (optional)

Hot water keys (manual/portioned)



4.1 Delivery

The c35 includes the following accessories:
– 1 cleaning container PP 1 litre
– 1 box of cleaning tablets
– 1 microfibre cloth
– 1 reinforced hose L1500 3/8"
– 2 nylon seals D14.5 x 8 x 2 mm
– 1 chip card carrier bag
– 2 "user" chip cards
– 1 "manager" chip card
– 1 "memory" chip card
– AMC powder (10 bags)
– Document holder
– Original operating instructions

4.2 Installation

The c35 is installed and serviced by authorised technicians only.

⚠ WARNING

To prevent placing third parties in danger, install the appliance only in locations in which it can be supervised by trained personnel.

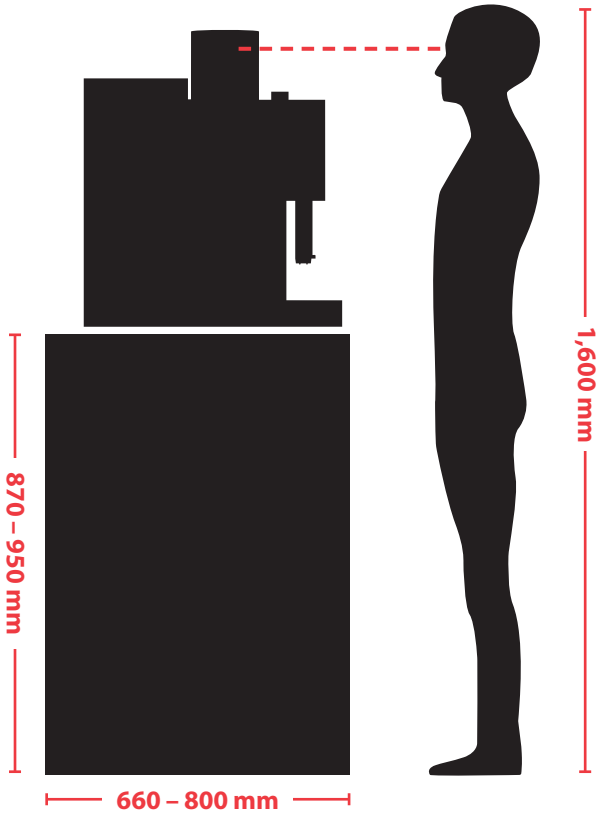
Dimensions of c35

Width: 350 mm
Height: 774 mm
Depth: 650 mm
Weight: approx. 60 kg (without refrigerator c35-mcs)

To ensure that you have an optimum angle of vision, provide a suitable work surface.
There are four height-adjustable intermediate feet which can be used to adjust the height between 25.4 and 101.6 mm (1 – 4 inches). The bearing load of the work surface must be at least 100 kg.

i INFORMATION

Further dimensions and information for preliminary measures can be found in:
Chapter 16 "Technical Data and Installation Diagram".



5.1 Preparation for Power and Water Connection

The following is **not** supplied and must be provided by you for the installation:

⚠ CAUTION

On the installation side an all-pole separator with a contact opening width of 3 mm must be provided per pole for a fixed connection.

➤ Maximum system impedance in the building connection 0.10 ohms (the impedance can be requested from the energy supplier).
➤ Socket and plug for power connection.
➤ External main switch for power connection.
➤ Supply line and main tap for water connection.
– Maximum water line pressure 0.5 MPa (5 bar).
– Maximum inlet temperature of the water 20 °C.

i INFORMATION

Remember to have these preparations made and to have the appliances at hand on the day of installation.

⚠ DANGER

Danger to life from electric shock!
– The use of sockets with the wrong current will cause an electric shock and the destruction of the c35.

⚠ WARNING

A damaged appliance is not safe and may cause serious injuries and a fire.
– Protect the appliance from the effects of the weather, such as rain, frost and direct sunlight to prevent damage and potential risks of injury and fire.
– Do not immerse the appliance or appliance parts, such as cables and connections, in water.

⚠ CAUTION

The connection to the water supply must be in accordance with standard EN 61770. In addition, the national rules and laws always apply to the connection to the water supply.

6.1 Starting up the appliance for the first time

All appliances (c35, cup warmer, milk cooler, etc.) are started up for the first time following installation by authorised technicians. Starting up the appliance after a malfunction is described in the following subchapters.

6.2 Starting up the appliance after a malfunction or prolonged shutdown

The appliance must be started up again if the c35 and/or the cup warmer and milk cooler attachments were shut down and disconnected from the power supply for a prolonged period.

⚠ CAUTION

Risk of destruction!
Have frozen machines started up by authorised technicians only. The machine may be destroyed.

6.2.1 c35

1| Check water connection and coffee bean level.
2| Insert mains plug of the c35 into a suitable socket.
3| Turn on external main switch.
4| Open front door.
5| Turn on the c35 with the "USER" chip card. Insert chip card and pull out again when prompted by the display.

6.2.2 Milk cooler c35

See chapter 4 "Delivery and Installation".

1| Filling the milk container.
2| After a prolonged shutdown:
For cleaning the appliance see:

Chapter 12.1 "Automatically initiated cleaning of the coffee machine" **or after a malfunction:**
For troubleshooting see:
Chapter 15.1 "Troubleshooting Checklist".

6.2.3 Cup warmer c35

1| Turn on cup warmer and fill with cups.

i INFORMATION

The cup warmer and the milk cooler are not monitored by the software for malfunctions.

7.1 c35 and milk part

7.1.1 Turning on

⚠ DANGER

Risk of scalding!
The appliance is automatically rinsed when turned on; hot steam is ejected at the same time. Hot water is drained through the coffee dispenser. Avoid touching the coffee dispenser.

1| Insert mains plug of the c35.
2| Open front door.
3| Insert "USER" chip card.
4| Remove chip card when prompted by the display.

➤ Display indicates heating-up phase status.

5| After a brief delay the display indicates instructions for filling with milk. Press **"No"** to use the c35 without milk dispenser or to activate the milk part later. OR fill with milk and press **"Yes"** to turn on the milk dispenser.

For subsequent activation of the milk part:
1| Check operation of the milk cooler.
2| Fill the milk container with already cooled milk (3-5°C).
3| If there is no milk cooler available, an external milk container must be connected.
4| Open front door.
5| Insert USER chip card.
6| Remove card as soon as the display prompts select "Milk on".
7| Place milk receptacle in the refrigerator and acknowledge on the display.
8| Milk is automatically drawn in.

7.1.2 Turning off

⚠ CAUTION

Risk of blockage due to dried on milk and coffee residue!
Before the appliance turns off, it is always automatically cleaned!

1| Open front door.
2| Insert "USER" chip card.
3| Remove chip card when prompted by the display.
4| Select "Turn off".

➤ Cleaning process starts.
➤ When the cleaning process ends, the machine turns off automatically.

7.2 Milk cooler

7.2.1 Turning on

1| If the milk cooler is free-standing, insert plug into a normal domestic socket.
➤ Temperature lights up on the display.
2| Wait until 2–5 °C are reached.

7.2.2 Turning off

1| Perform cleaning.
2| Disconnect milk cooler from the power supply.

ℹ INFORMATION

The free-standing milk cooler has similar functions to a normal domestic refrigerator. The milk can be kept cool in the milk cooler even when the c35 is not in use.
➤ Fill with already cooled milk only (3-5°C).
➤ Please follow the cleaning instructions.

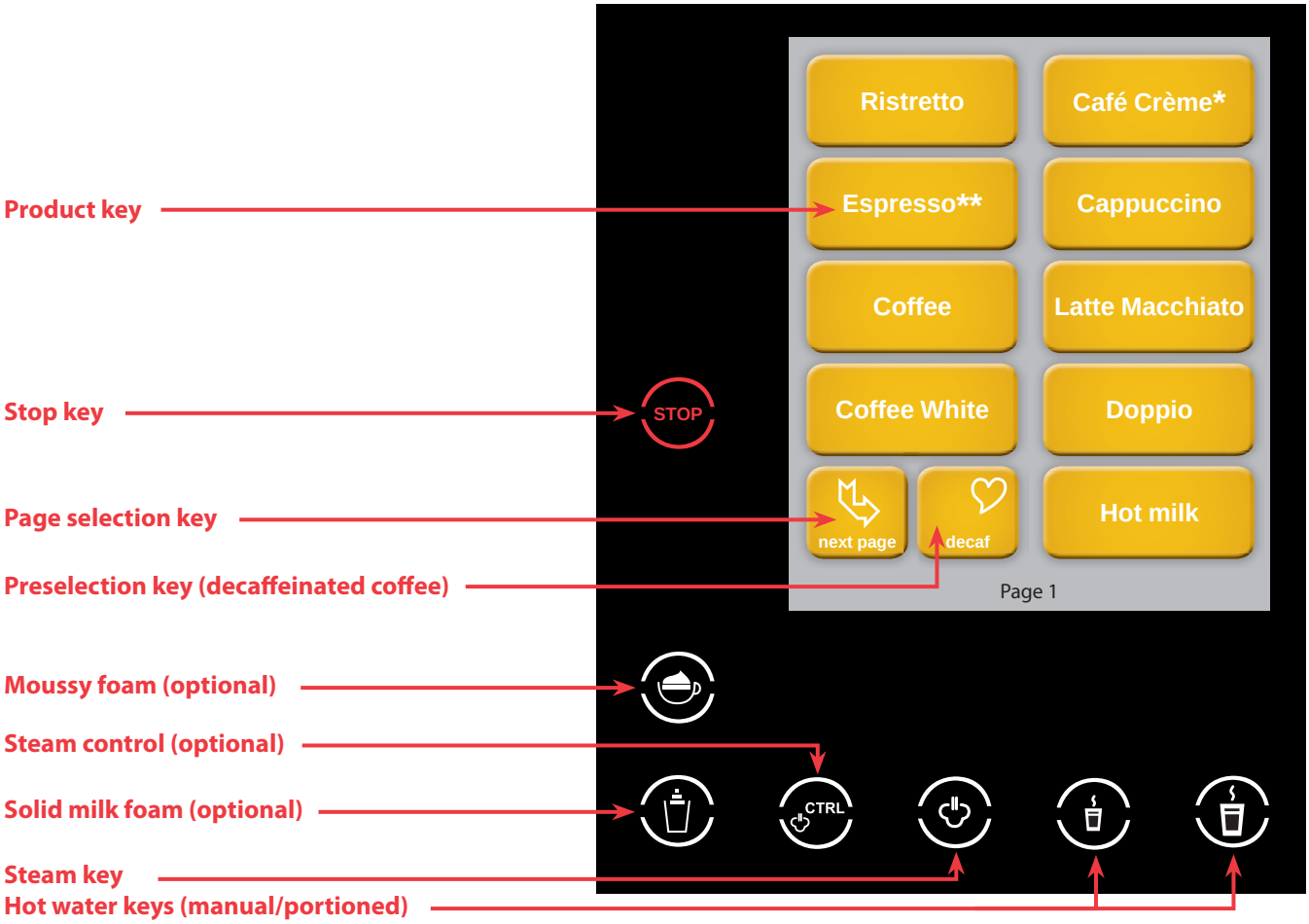
7.3 Cup warmer

7.3.1 Turning on

1| Press rocker switch to the right.
2| Fill up with cups.

7.3.2 Turning off

1| Press rocker switch to the left.



8.1 Coffee and milk drinks

⚠ WARNING

Risk of scalding!
While drinks are being dispensed, there is a risk of scalding!
Avoid direct contact with the coffee outlet and the drinks.

8.1.1 Scrolling through product list and dispensing product

1| The first page of the product list is indicated on the standard picture on the display.
2| The subsequent pages of the product list are displayed by pressing the "Page selection key".
3| Place cup directly under the outlet.
4| Select the required product by pressing the corresponding product key.

i INFORMATION

The products are programmed by authorised technicians when the appliance is started up. If the "MANAGER" chip card is added, products which have already been saved can be changed.

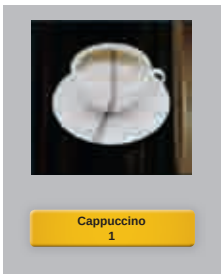
Chapter 9 "Chip cards"

8.1.2 Selecting number of cups

The amount dispensed depends on how frequently the corresponding product key is pressed. During the dispensing process the requested number of cups is displayed even if the whole amount has not yet been dispensed:

Dispensing method 1: Dispense one cup.
Dispensing method 2: Dispense two cups simultaneously.

Dispensing method 1



Dispensing method 2

8.1.3 Stopping dispensing

Deleting the following product orders:
Press Stop key once.

Stopping the current product order and deleting the following orders:
Press Stop key twice.

8.2 Hot water

⚠ WARNING

Risk of burns!
The hot water outlet becomes very hot!
➤ Work carefully and avoid direct contact with the hot water outlet and the water!

8.2.1 Dispensing the product

1| Place glass or cup under the hot water outlet.
2| Select portion or manual dispensing.

8.2.2 Stopping dispensing

1| Press already pressed dispensing key again.

8.2.3 Selecting dispensing method

Dispensing method 1
Dispensing one cup (portioned):
1| Briefly press product key.

Dispensing method 2
Manual dispensing:
1| Hold down product key.
2| The product is dispensed until the key is released.

i INFORMATION

Authorised technicians can specify the portioned or manual dispensing method individually.

8.3 Manually foaming and heating milk using the steam nozzle

⚠ WARNING

Risk of burns!
The steam nozzle becomes very hot!
➤ Always immerse the steam nozzle in liquids.
➤ Never switch on the steam nozzle without a container except to briefly blow out the nozzle before and after use.
➤ Avoid direct contact with the steam nozzle.

i INFORMATION

➤ Do not touch receptacle base.
➤ Thin glasses may be damaged by the pressure.

Preparation:
1| Press Steam key.
2| Condensation runs out.
3| To stop, release steam key.

8.3.1 Heating

1| Hold the steam nozzle deep in the liquid.
2| Hold down steam key until required heat is obtained.

8.3.2 Foaming

1| Hold the steam nozzle deep in the liquid.
2| Press and hold down Steam key.
3| Lower receptacle slowly. Repeat process until the required amount of foam is obtained.
4| To stop, release steam key.

i INFORMATION

At the request of the customer an authorised technician can program a steam dispensing duration for the heating or foaming of milk.

⚠ CAUTION

Do not use a soiled or incorrect chip card. Always insert slowly and straight. Do not pull out card until it is indicated on the display.

The chip cards allow access to the different functions and settings of the c35.
The chip cards have different user rights and therefore protect you from access by unauthorised persons. This chapter explains the different chip cards and their user rights.

9.1 "USER"

9.1.1 Possible functions of "USER" chip card

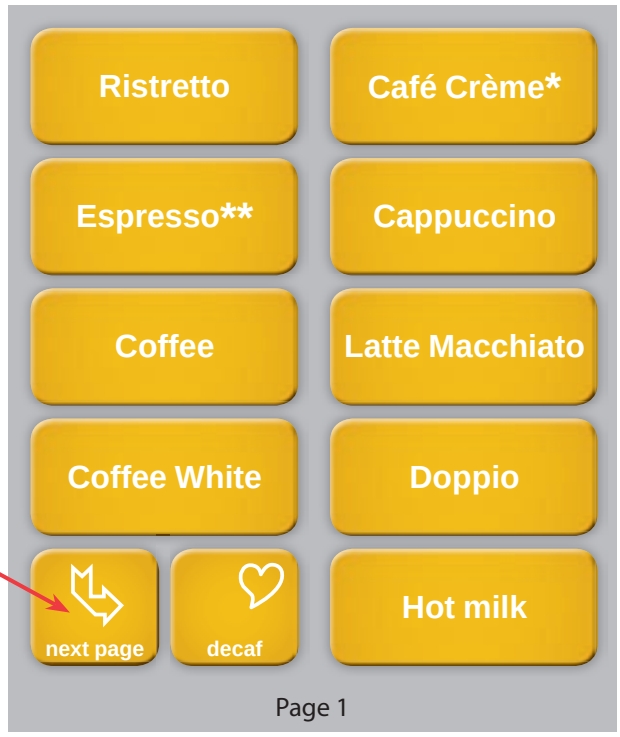
This chapter lists all functions and settings which you can make with the "USER" chip card, according to menu structure. Depending on the operating mode of the coffee machine, not all functions can be selected.

Main function	Description
Turning on/off	
Dispensing the product	
Cleaning and intermediate cleaning	– Starting the cleaning process. – Separate cleaning of coffee and milk part can be selected.
Counters	– Product (indicate product counter) – Coffee – Hot water – Steam – Milk
Inlet milk	Draws in the milk again.
Activating milk part	Turn on the milk part if not activated beforehand.

9.1.2 Basic operation of "USER" chip card

Turning on:
1| Insert "USER" chip card.
2| Leave the card in until prompted by the display to remove the card.
➤ "USER" menu is indicated.
3| Press the page selection key to change the display view and then you can select your required product.

Turning off:
1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.
3| Select "Turn off" and follow the cleaning process, see:
Chapter 12 "Cleaning".



9.2 "MANAGER"

9.2.1 Navigating

up/down = Select main menu option

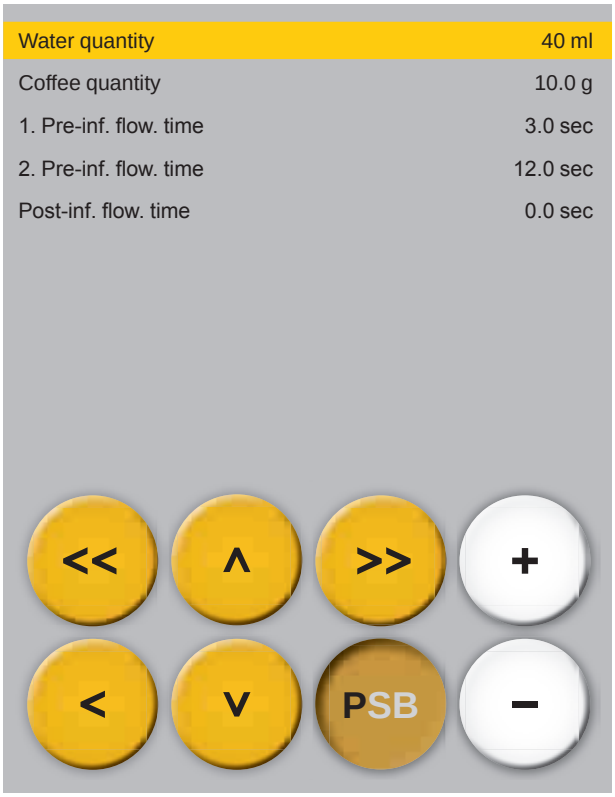
right = Open particular submenu options

left = Back to the selection of the "MANAGER" menu

+ or – = Set the values

+ and – = Acknowledge

PSB key = Preselection key **P = Product selection**
S = Product size
B = Bean selection



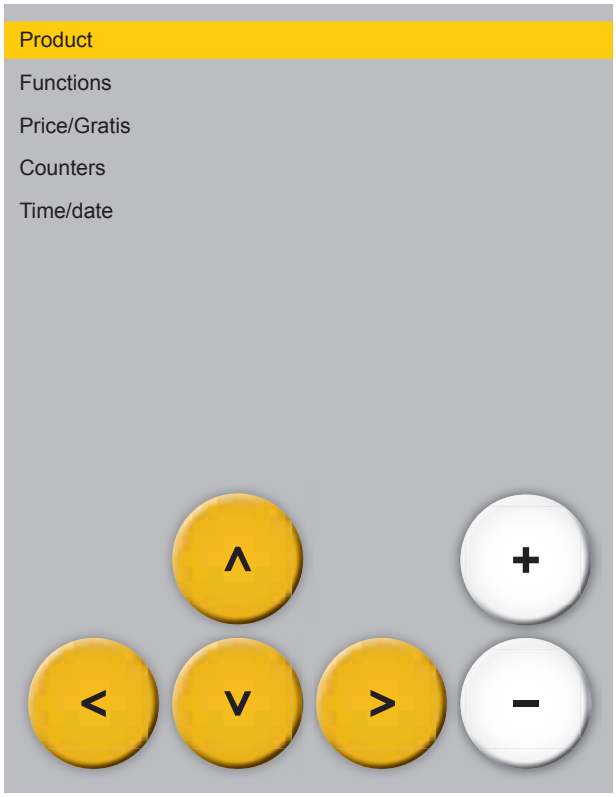
9.2.2 Possible functions of "MANAGER" chip card with extended menu

This chapter lists all functions and settings which you can make with the "MANAGER" chip card (extended menu), according to menu structure. The "MANAGER" chip card allows you to use several service technician functions. **If the "MANAGER" chip card is inserted for less than 5 seconds, it has the same functions as a "USER" chip card.**

Main function	Description
Products	
Water quantity	Regulate the water quantity.
Coffee quantity	Regulate the coffee quantity.
1. Pre-inf. flow. time	Regulate the flow period of the first milk product before the coffee.
2. Pre-inf. flow. time	Regulate the flow period of the second milk product before the coffee.
Post-inf. flow. time	Regulate the flow period of the milk product after the coffee.
Functions	
Timer On/Off (only if activated)	Turn on/off coffee machine with timer.
Timer External (only if activated)	Turn on/off external appli-ance with timer.
Timer Self	Turn on/off self-operating mode of the coffee machine with timer.
Buzzer	Turn sound on/off.
Sound	Set type of sound "beep" or "click".
Keylock	Turning on/off.
Price/Gratis	
Price	Input required price.
Gratis	Select Yes / No.
Price Line Unit (PLU)	Select line.
Counters	
Clear counters	Minus key held down (>5 sec.).
Product	See total counters.
Coffee	See coffee counter.
Hot water	See hot water counter.
Steam	See steam counter.
Milk	See milk counter.
Time/date	
Time	Set time.
Date	Set date.

Turning on
1| Insert "MANAGER" chip card.
2| Leave card in for approx. 5 seconds; remove card on second acoustic signal.
➤ "MANAGER" menu is indicated.
3| Navigate through the menu using the arrow keys.

Turning off
1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.
➤ For setting and changing all functions, see:
Chapter 10 "Settings and Functions of the 'MANAGER' menu"



9.2.3 Possible functions of "MANAGER" chip card with simple menu

This chapter lists all functions and settings which you can make with the "MANAGER" chip card (simple menu), according to menu structure. The "MANAGER" chip card allows you to use several service technician functions.

Main function	Settings
Timer On/Off (only if activated)	Turn on/off coffee machine with timer.
Timer External (only if activated)	Turn on/off external appliance with timer.
Timer Self	Turn on/off self-operating mode of the coffee machine with timer.
Counters	
Clear counters	Minus key held down (>5 sec.).
Product	See total counters.
Coffee	See coffee counter.
Hot water	See hot water counter.
Steam	See steam counter.
Milk	See milk counter.
Time/date	
Time	Set time.
Date	Set date.

Turning on:
1| Insert "MANAGER" chip card.
2| Leave card in for approx. 5 seconds; remove card on second acoustic signal.
➤ "MANAGER" menu is indicated.
3| Navigate through the menu using the arrow keys.

Turning off:
1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.
➤ For setting and changing all functions, see:
Chapter 10 "Settings and Functions of the "MANAGER Menu"

9.3 "MEMORY"

9.3.1 Possible Functions of the "MEMORY" Chip Card

Main function
Reloading the last saved machine and product data.

9.3.2 Using the "MEMORY" Chip Card

The "MEMORY" chip card is used as an additional back-up for all the settings of your c35.
This card saves the latest settings which were made by authorised technicians.
If the system memory of the c35 is deleted during a malfunction, the data can be copied back from the "MEMORY" chip card.

Coffee machine reset:

1| Insert "MANAGER" chip card.
2| Turn off machine (cleaning).
3| Insert "MEMORY" chip card and when display prompts "Read Memory Card", acknowledge with "Yes" > data is read back.
4| Do not remove card until prompted by display.
5| Turn on machine again with "USER" or "MANAGER" chip card.

9.4 Additional chip cards

The additional chip cards are function cards. They actuate functions but do not allow navigation in the menu. You can order the following additional chip cards directly from your partner, see:
see "Contact addresses" (cover page).

9.4.1 "FREE VEND"

The "FREE VEND" chip card allows free products to be dispensed if external modules are used.

Turning on:

1| Insert "FREE VEND" chip card.
2| Leave the card in until prompted by the display to remove the card.

Turning off:

1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.

9.4.2 "KEYLOCK"

The "KEYLOCK" chip card allows you to lock all operating keys without having to access the programming of the c35.

Turning on:

1| Insert "KEYLOCK" chip card.
2| Leave the card in until prompted by the display to remove the card.

Turning off:

1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.

9.4.3 "SELF"

The "SELF" chip card allows you to directly switch the self-operating mode of the c35 on and off without having to access the programming of the machine. In self-operating mode all drinks can be dispensed only individually, it is not possible to stop a product which is being dispensed. The use cannot access the other functions and programming.

Turning on:

1| Insert "SELF" chip card.
2| Leave the card in until prompted by the display to remove the card.

Turning off:

1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.

9.4.4 "EXTERNAL"

The "EXTERNAL" chip card allows you to directly switch external modules on and off, such as cashier stations, coin validators, etc., without having to access the programming.

Turning on:

1| Insert "EXTERNAL" chip card.
2| Leave the card in until prompted by the display to remove the card.

Turning off:

1| Insert card again.
2| Leave the card in until prompted by the display to remove the card.

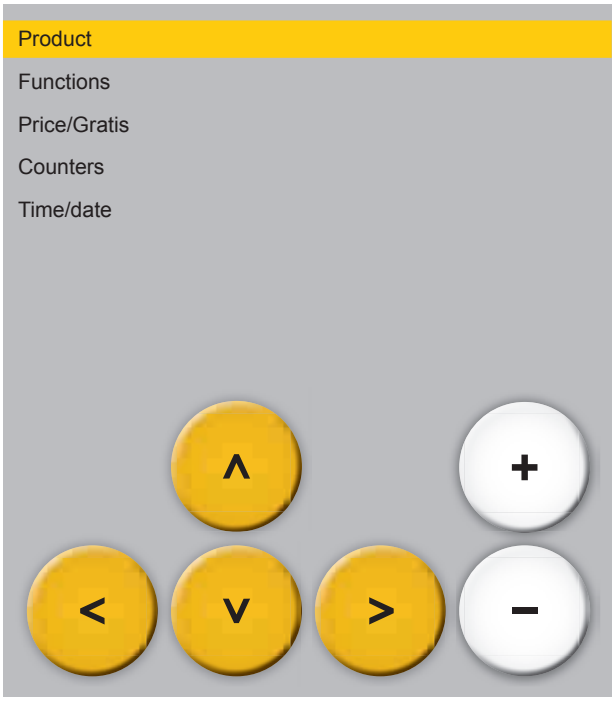
10.1 Product-related "MANAGER" settings

up/down = Select main menu option.
left/right = Open particular submenu options
+/– = Set the values. If **+/–** are pressed simultaneously, values are deleted or re-initialised.

Operation:
1| Main menu option: Select products.
➤ The selected product is indicated on the lower edge of the display.

INFORMATION
It is not necessary to acknowledge the settings.

INFORMATION
The product keys are assigned to the same products as in the product menu. Use the page selection key to scroll
between the product pages or
between the product levels.



10.2 "Products" submenu

10.2.1 Water quantity
The water quantity can be set separately for each product.

Operation:
1| Select "Water quantity" submenu option.
2| Select a product using the round product keys.
➤ The selected product is indicated on the lower edge of the display.
3| Press the white plus and minus keys to set the water quantity.
4| Leave "Water quantity" submenu option by pressing the left orange arrow key.

10.2.2 Coffee quantity
The coffee quantity can be set separately for each product.

Operation:
1| Select "Coffee quantity" submenu option.
2| Select a product using the round product keys.
➤ The selected product is indicated on the lower edge of the display.
3| Press the white plus and minus keys to set the coffee quantity. The maximum setting range is **+/–** 1 g.
4| Leave "Coffee quantity" submenu option by pressing the left orange arrow key.

INFORMATION
The "S" and "B" functions can be programmed by authorised technicians only.

10.2.3 Pre-infusion product 1 (1. Pre-inf. flow. time)
Under this menu option you can set the quantity of the first product, which is dispensed before the coffee, for mixed drinks. Depending on the product, this consists of hot milk, cold milk or milk foam.

Operation:
1| Select "1. Pre-inf. flow. time" submenu option.
2| Select a product using the round product keys.
➤ The selected product is indicated on the lower edge of the display.
3| Press the white plus and minus keys to set the required time.
4| Leave "1 Pre-inf. flow. time" submenu option by pressing the left orange arrow key.

10.2.4 **Pre-infusion product 2 (2. Pre-inf. flow. time)**
Under this menu option you can set the quantity of the first product, which is dispensed before the coffee, for mixed drinks. Depending on the product, this consists of hot milk, cold milk or milk foam.

Operation:
1| Select "2. Pre-inf. flow. time" submenu option.
2| Select a product using the round product keys.
➤ The selected product is indicated on the lower edge of the display.
3| Press the white plus and minus keys to set the required time.
4| Leave "2. Pre-inf. flow. time" submenu option by pressing the left orange arrow key.

10.2.5 **Post-infusion product (Post-inf. time)**
Under this menu option you can set the quantity of the first product, which is dispensed after the coffee, for mixed drinks. Depending on the product, this consists of hot milk, cold milk or milk foam.

Operation:
1| Select "2. Pre-inf. flow. time" submenu option.
2| Select a product using the round product keys.
➤ The selected product is indicated on the lower edge of the display.
3| Press the white plus and minus keys to set the required time.
4| Leave "2. Post-inf. time" submenu option by pressing
the left orange arrow key.

10.3 "Functions" submenu

10.3.1 **Timer On/Off**
Here you can set whether the Cafina c35 is to be turned on and off automatically, provided the times have been programmed by authorised technicians.

INFORMATION
Before the c35 is turned off, it is automatically cleaned.

Operation:
1| Select "Timer On/Off" submenu option.
2| Press the white plus or minus key to activate the timer.
3| Leave "Timer On/Off" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.3.2 **Timer External**
Under this menu option you can set whether external registration devices (e.g. waiter lock, cashier station, coin validator, card systems ...) are switched on or off on a time-controlled basis, provided the times have been programmed by authorised technicians.

Operation:
1| Select "Timer External" submenu option.
2| Press the white plus or minus key to activate the "Timer External". Conclude the input with "Yes" and "No".
3| Leave "Timer External" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.3.3 **Timer Self**
You use this function to switch the time-controlled self-operating mode on or off, provided the times have been programmed by authorised technicians. All products provided for this mode are dispensed individually, all other functions are disabled. In this way your guests can help themselves to the Cafina c35 without accidentally changing the settings.

Operation:
1| Select "Timer Self" submenu option.
2| Press the white plus or minus key to activate the "Timer Self". Conclude the input with "Yes" and "No".
3| Leave "Timer Self" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.3.4 **Buzzer**

Under this menu option you can switch the key sounds of the c35 on or off.

Operation:

1| Select "Buzzer" submenu option.
2| Press the white plus or minus key to activate the "Buzzer".
3| Leave "Buzzer" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.3.5 **Sound**

Under this menu option you can set the type of key sounds. A beep and a click are available.

Operation:

1| Select "Sound" submenu option.
2| Press the white plus or minus key to select between the two possible key sounds "beep" and "click".
3| Leave "Timer Self" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.3.6 **KEYLOCK**

You use this function to lock the keyboard of the c35 (e.g. if you want to briefly leave the machine unsupervised). When the keylock is cancelled, the c35 is immediately operational again.

Operation:

1| Select "KEYLOCK" submenu option.
2| Press the white plus or minus key to activate the keylock. Conclude the input with "Yes" and "No".
3| Leave "KEYLOCK" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.4 "Price/Gratis" submenu

You use this function to store a price or a "Gratis" for each product to allow connected, external billing, e.g. cashier station for self-service.

10.5 "Counters" submenu

10.5.1 **Clear counters**

You use this function to clear all counter readings.

Operation:

1| Select "Clear counters" submenu option.
2| Press the white minus key until "Release" is indicated on the display.
➤ "Done" is then indicated on the display.
3| Leave "Clear counters" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.5.2 **Product**

You use this function to see the number of the product which you selected (product type: coffee, milk, hot water, steam).

Operation:

1| Select "Product" submenu option.
2| Using the yellow double arrow keys, select the required product whose counter reading you would like to know.
➤ The selected product is indicated on the lower edge of the display. The counter reading of this product is indicated on the display.
3| Leave "Product" submenu option by pressing the left orange arrow key.
4| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.5.3 **Coffee**

You use this function to see the quantity of the dispensed products which consist of coffee only (no milk products).

Operation:

1| Select "Coffee" submenu option.
➤ The counter reading of the coffee products is indicated as the number of the dispensed products.
2| Leave "Coffee" submenu option by pressing the left orange arrow key.
3| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.5.4 **Hot water**

You use this function to see the quantity of the dispensed hot water.

Operation:

1| Select "Hot water" submenu option.
➤ The counter reading of the hot water dispenser is indicated as the number of the dispensed products.
2| Leave "Hot water" submenu option by pressing the left orange arrow key.
3| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.5.5 **Steam**

You use this function to see the quantity of the dispensed steam ejections for the steam valve option.

Operation:

1| Select "Steam" submenu option.
➤ The counter reading of the steam ejections is indicated.
2| Leave "Steam" submenu option by pressing the left orange arrow key.
3| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.5.6 **Milk**

You use this function to see the quantity of the dispensed milk products.

Operation:

1| Select "Milk" submenu option.
➤ The counter reading of the milk products is indicated as the number of the dispensed products.
2| Leave "Milk" submenu option by pressing the left orange arrow key.
3| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.6 "Time and Date" submenu

10.6.1 **Time**

You use this function to set the time (e.g. for switching between summer/winter time).

Operation:

1| Select "Time" submenu option.
2| **Hours:** Press right orange arrow key.
➤ Hours are saved in white.
3| Increase or lower the number of hours using the white plus and minus keys.
4| **Minutes:** Press orange arrow key again.
➤ Minutes are saved in white.
5| Increase or lower the number of minutes using the white plus and minus keys.
6| Leave "Time" submenu option by pressing the left orange arrow key.
7| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

10.6.2 **Date**

You use this function to set the date.

Operation:

1| Select "Date" submenu option.
2| **Day:** Press right orange arrow key.
➤ Day is saved in white.
3| Increase or lower the day number using the white plus and minus keys.
4| **Month:** Press orange arrow key again.
➤ Month is saved in white.
5| Increase or lower the month number using the white plus and minus keys.
6| **Year:** Press orange arrow key again.
➤ Year is saved in white.
7| Increase or lower the year number using the white plus and minus keys.
8| Leave "Date" submenu option by pressing the left orange arrow key.
9| Make further settings or end "MANAGER" menu by inserting the "MANAGER" chip card.

11.1 Emptying

11.1.1 Waste water

If the waste water container is full, the "Waste water full" message is indicated on the display of the c35.

⚠ CAUTION

There is the risk of odour formation, stubborn soiling and mould development in the waste water canister.

➤ The waste water canister must be emptied at least once a day.

Operation:

➤ Message: "Waste water full" is indicated on the display.

1| Empty waste water canister.
2| Re-insert waste water canister.
3| Acknowledge query on the display "Waste water emptied" with "Yes".

The waste water canister must be emptied at least once a day.

11.1.2 Coffee grounds

If the grounds drawer is full, the "Drawer" message is indicated on the display of the c35.

⚠ CAUTION

If the grounds drawer is overfull, the c35 will no longer run. To ensure a smooth operation, please empty the grounds drawer immediately if the message is indicated on the display.

Operation:

➤ "Drawer" message is indicated on the display.

1| Take out and empty grounds drawer.
2| Re-insert grounds drawer.
➤ "Drawer emptied?" message is indicated on the display.
3| Acknowledge with "Yes".

11.2 Filling

11.2.1 Coffee beans and coffee powder

If one of the coffee bean hoppers is empty, the "Bean hopper 1 empty" or "Bean hopper 2 empty" message is indicated on the display of the c35.

⚠ CAUTION

Place only whole coffee beans in the bean hoppers.

Operation:

➤ Messages "Bean hopper 1 empty" or "Bean hopper 2 empty" and "Fill beans 1" or "Fill beans 2" are indicated alternately on the display.

1| Fill coffee beans.
2| Acknowledge with the Stop key.
3| Acknowledge with "Yes".

11.2.2 Fresh water

If the fresh water container is empty or the fresh water connection is interrupted, the "Fresh water empty" or "No water" message is indicated on the display of the c35.

Operation of canister with level display:

➤ "Fresh water empty" message is indicated on the display.
1| Fill fresh water canister.
2| Acknowledge query on the display "Fresh water filled" with "Yes".

Operation of direct fresh water connection:

➤ "No water" message is indicated on the lower edge of the display.
1| Check whether the shut-off valve of the external water supply is open and open it if required.

11.2.3 Milk (only if milk level indicator fitted)

If one of the milk containers is empty, the "Fill milk" message is indicated on the display of the c35.

Operation:

➤ "Fill milk" message is indicated on the display.
1| Fill milk.
➤ "Milk filled?" message is indicated on the display.
➤ Following acknowledgement, the appliance automatically switches to operating mode.

If there is a milk fault, the milk pump is activated with the "Inlet milk" function and the whole system is filled with milk.

Operation:

1| Insert "USER" chip card and select "Inlet milk".
➤ The system draws in the milk.

⚠ WARNING

Perform cleaning work at the predetermined times, however at least once a day. Otherwise hygiene is no longer guaranteed.

⚠ WARNING

Machine damage and risk of fire
By using alcohol and solvents.
Therefore, do not use any flammable detergents.

⚠ CAUTION

Risk of destruction!
The c35 and its attachments must always be cleaned before being turned off.
➤ Never stop the automatically initiated cleaning process!
➤ Perform an intermediate clean once a day.
➤ Do not hose down the appliance.
➤ Use only the CAFINA-COMBI-Tabs for disinfecting, rinsing, descaling and cleaning.
➤ Do not put COMBI-Tabs and AMC powder in the bean hoppers.

12.1 Equipment

CAFINA-COMBI-Tabs

CAFINA AMC cleaner

CAFINA cleaning container

CAFINA cleaning cloth

i INFORMATION

Bean hoppers, grounds drawer and drip tray are dishwasher-proof.

12.2 Automatically initiated cleaning of the coffee machine

Before the appliance is turned off, the cleaning procedure for coffee and milk part (if used) is always automatically initiated.

How to perform the operation:
Perform the instructions on the display of the c35 as follows.

1| Empty the grounds drawer and acknowledge on the display.
2| Remove milk and acknowledge on the display.
3| Place the empty CAFINA cleaning container in the refrigerator and acknowledge on the display.

➤ Prerinsing of the coffee and milk system begins.

⚠ CAUTION

Premature wear of the milk part!
Once a week use the CAFINA AMC powder with the supplied cleaning container instead of the CAFINA-COMBI-Tabs.
This gives the milk part an acidic clean.

4| Feed the spoon with the cleaning tablet into the insertion chute and acknowledge on the display.
5| Place a cleaning tablet in the CAFINA cleaning container and acknowledge on the display.
➤ Coffee and milk parts are cleaned.

12.3 Intermediate cleaning of the coffee machine

⚠ CAUTION

Perform the intermediate cleaning once a day.
Otherwise, damage may occur!

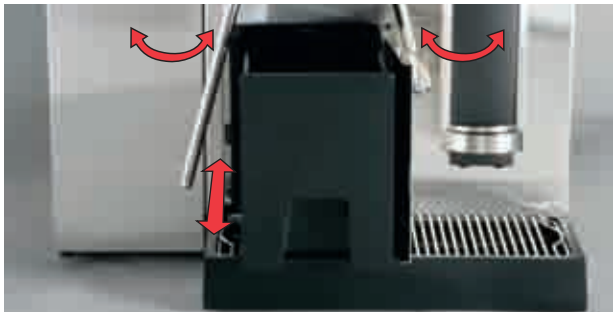
How to perform the operation:
1| Insert "USER" chip card.
2| Remove card when prompted by the display.
3| Select "Intermediate clean" on the display.
➤ Selection display is indicated.
4| Select: "Clean coffee?" or
"Clean milk?" or
"Clean both?"

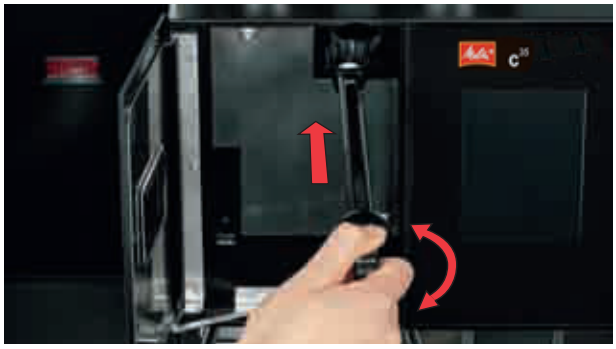
12.3.1 **"Clean coffee?"**
Only the coffee part of the c35 is cleaned.

How to perform the operation:
Perform the instructions on the display of the c35 as follows.

1| Empty the grounds drawer and acknowledge on the display.
➤ Prerinsing of the coffee part begins.

2| Feed the spoon with the cleaning tablet into the insertion chute and turn it by 180°. Acknowledge on the display.
➤ Coffee part is cleaned.





12.3.2 **"Clean milk?"**
Only the milk part of the c35 is cleaned.

How to perform the operation:
Perform the instructions according to the information on the display of the c35.

1| Remove milk and acknowledge on the display.
2| Place the empty CAFINA cleaning container in the refrigerator and acknowledge on the display.
➤ Prerinsing of the milk part begins.

3| Place a cleaning tablet in the CAFINA cleaning container and acknowledge on the display.
➤ Milk part is cleaned.

12.3.3 **"Clean both?"**
The coffee and milk parts of the c35 are cleaned.

How to perform the operation:
Perform the instructions according to the information on the display of the c35.

1| Empty the grounds drawer and acknowledge on the display.
2| Remove milk and acknowledge on the display.
3| Place the empty CAFINA cleaning container in the refrigerator and acknowledge on the display.

➤ Prerinsing of the coffee and milk parts begins.

4| Feed the spoon with the cleaning tablet into the insertion chute and acknowledge on the display.
5| Place a cleaning tablet in the CAFINA cleaning container and acknowledge on the display.
➤ Coffee and milk parts are cleaned.

12.4 Cleaning the exterior of the coffee machine (cleaning the housing of the c35)

⚠ WARNING

Electrical short-circuit!
Cloth must not drip water.
➤ Use a damp cloth only.

⚠ CAUTION

Do not use any corrosive or abrasive household cleaners. Otherwise, display and housing may be scratched!
➤ Use a damp cloth only. Due to the risk of scalding do not moisten cloth with hot water from the appliance.

1| Clean the housing and display of the c35 using a damp cloth.

12.4.1 Cleaning the Bean Hopper and the Grounds Drawer

⚠ CAUTION

Remove bean hopper for cleaning.

1| Remove bean hopper and grounds drawer.
2| Clean by hand or in the dishwasher.
3| Re-attach dried parts only.

12.5 Cleaning the Milk Cooler and the Cup Warmer

⚠ DANGER

Perform these cleaning measures daily, otherwise hygiene is no longer guaranteed.

⚠ CAUTION

Do not use any detergents. Residue may affect the taste of the coffee.

1| Clean the milk containers of the milk cooler after the automatic cleaning process has run and when the c35 has turned off.
2| Wipe the interior of the milk cooler and the cup warmer with a cloth.
3| Clean the housing of the milk cooler and the cup warmer using a damp cloth.

13.1 Shutting down the appliance for a limited period or for good

⚠ CAUTION

Do not use any corrosive or abrasive household cleaners. Otherwise display and housing will be scratched!

How to perform the operation:
1| Perform the cleaning work according to chapter 12.
2| Correctly disconnect the c35, the cup warmer and the milk cooler from the power and water supply.
3| Remove all coffee beans from the bean hopper openings.

13.2 Storage

⚠ CAUTION

Non-observance will result in frost damage.

i INFORMATION

Storage must be between +5 °C and +30 °C. The air humidity may be maximum 80%.

Have the c35 correctly drained by authorised technicians.

14 Disposal

14.1 Disposal of Consumables

Observe the applicable
statutory regulations in your region for the disposal of consumables and waste.

14.2 Disposing of the Appliance

You can dispose of your c35 at your sales outlet. If you would like to dispose of your c35 yourself, you must observe the applicable statutory regulations in your region for the disposal of the appliance.

15 Troubleshooting, Error Messages and Fault Repair

INFORMATION

The most important error messages and diagnosis points can be found at the bottom of the table.
If there are other faults, request the service technician!

If several faults or diagnosis points occur simultaneously, these are indicated alternately in the status line.

Faults are indicated visually by the flashing dispenser light.

15.1 Checklist for Troubleshooting

LC display clear text error display	Causes of fault	Troubleshooting measures
"Fill milk" "Fill milk"	Milk level is too low.	Check milk level. Fill milk.
"Drawer missing"	Grounds drawer is not or incorrectly inserted.	Insert grounds drawer correctly.
"No water"	Water connection not correct.	Open shut-off valve on the external fresh water supply. Check water connection.
"Bean hopper 1 empty" or "Bean hopper 2 empty" "Fill beans 1" or "Fill beans 2"	Bean hopper 1 or 2 is empty or blocked.	Fill coffee beans.
"Filter"	Water filter is used up and must be replaced.	Contact technical customer service.
"Service coffee"	Maintenance request for the entire system.	Contact technical customer service.
"Service milk"	Maintenance request for the milk system.	Contact technical customer service.
"Piston error"	Brewing unit fault The coffee grounds cake may not have been ejected.	Insert "USER" chip card and follow the instructions. Disconnect coffee machine from the power supply and re-insert it after 5 seconds. Insert "USER" chip card and wait for turn on. If the problem persists, contact technical customer service.

15.2 Error display by means of diagnosis points

Diagnosis point	Causes of fault	Troubleshooting measures
"DP 7"	Grounds drawer is full	Check grounds drawer Empty grounds drawer correctly If the fault persists, contact technical customer service.
"DP 0" to "DP 6" and "DP 8" to "DP 31"	System fault	Contact technical customer service.

16 Technical Data and Installation Diagram

On request the c35 is also available with a second grinder.

CAFINA c35	1W	12C	12M	12CM	c35-mcs	c35-mcu	c35-cw
Product dispenser					Milk cooler (narrow)	Base refrigerator	Cup warmer
Coffee	yes	yes	yes	yes			
Hot water	yes	yes	yes	yes			
Steam	no	yes	no	yes			
Milk	no	no	yes	yes	4-litre container	4-litre container	
Hourly output in cups:							
Café Crème	200	200	200	200			
Espresso	250	250	250	250			
Cappuccino	0	0	200	200			
Hot water: litres/hour	30	40	40	40			
Electrical specifications:							
Rated output	2.8 kW	6.8 kW	6.8 kW	6.8 kW	0.15 kW	0.15 kW	0.3 kW
Power connection	230/16	400/16	400/16	400/16			230/10
Ambient specifications:							
Ambient temp.	Min. 5 °C Max. 30 °C	Min. 5 °C Max. 30 °C	Min. 5 °C Max. 30 °C	Min. 5 °C Max. 30°C	Min. 5 °C Max. 30 °C	Min. 5 °C Max. 30 °C	Min. 5 °C Max. 30 °C
Relative humidity	Max. 80%	Max. 80%	Max. 80%	Max. 80%	Max. 80%	Max. 80%	Max. 80%
External dimensions:							
Width	350 mm	350 mm	350 mm	350 mm	150 mm	350 mm	280 mm
Height (including bean hopper)	774 mm	774 mm	774 mm	774 mm	621 mm	218 mm	621 mm
Depth	650 mm	650 mm	650 mm	650 mm	547 mm	650 mm	547 mm

⚠ CAUTION

An all-pole separator with a contact opening width of at least 3 mm per pole must be provided on the installation side.

- Maximum system impedance in the building connection 0.10 ohms (the impedance can be requested from the energy supplier).
- Socket and plug for power connection.
- External main switch for power connection.
- Supply line and main tap for water connection (raw water!).
  - Maximum water line pressure 0.6 MPa (6 bar).
  - Maximum inlet temperature of the water 20 °C.

ℹ INFORMATION

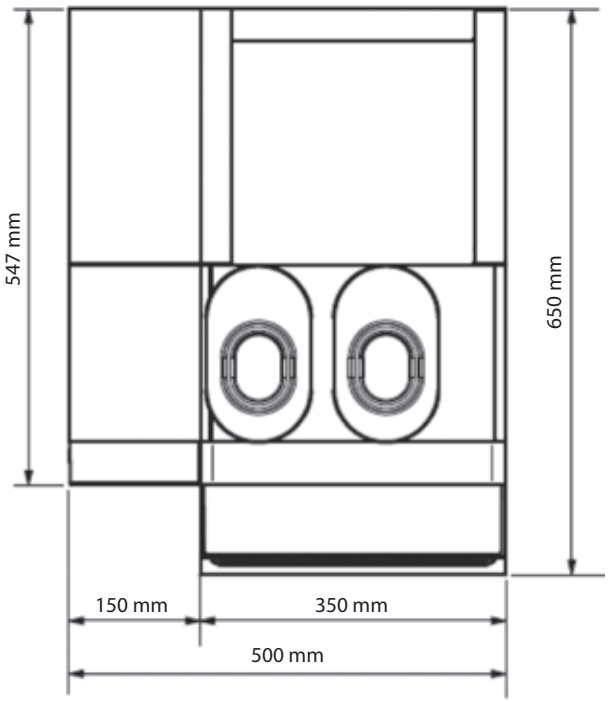
Noise level: < 70dB

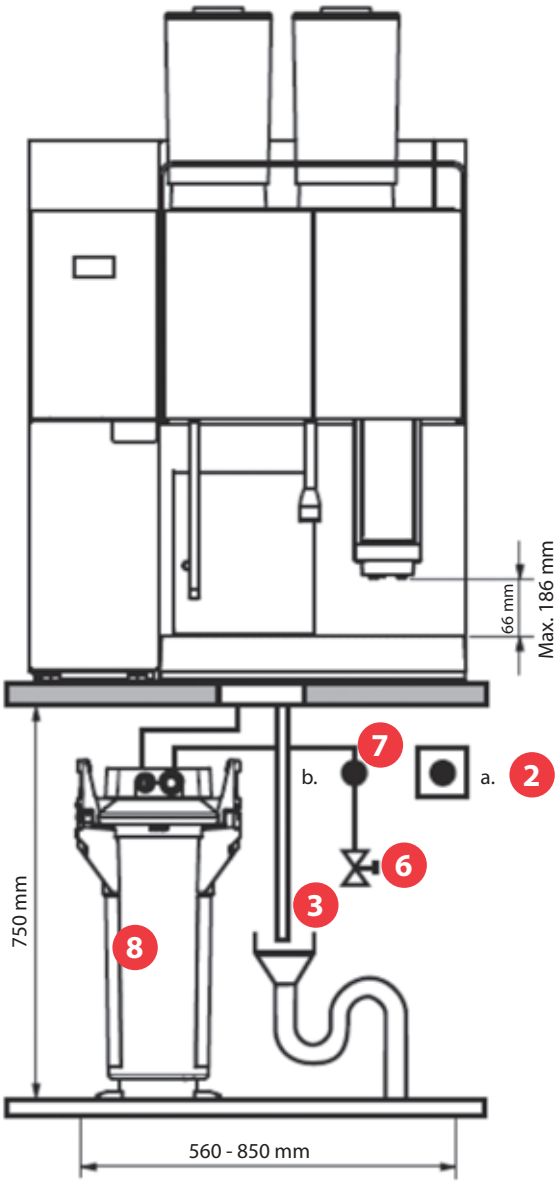
⚠ CAUTION

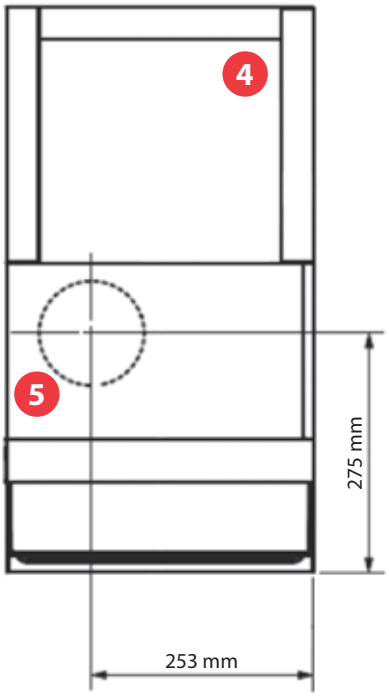
Remember to have these preparations made and to have the appliances at hand on the day of installation.

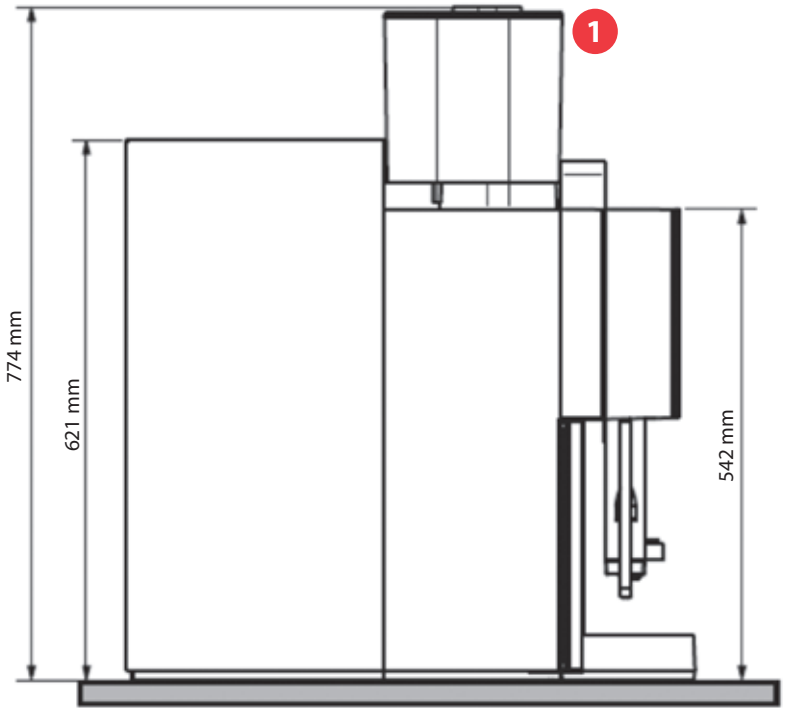
⚠ CAUTION

Only the water connection hose supplied with the appliance may be used.
Any other available water connection hoses must not be used.









Designation	Machine type
1 Ideal fall height above the bean hopper 180 mm	All c35 coffee machines
2 Socket and plug 3N 400 volts 16 amps Socket and plug 1N 230 volts 16 amps	c35-12C, -12M, -12CM c35-1W
3 Drain pipe for coffee machine outlet	All c35 coffee machines
4 120 mm diameter for supply and drainage	All c35 coffee machines
5 150 mm diameter for optional container drop	For all c35 with optional container drop
6 Main tap for raw water	All c35 coffee machines
7 Supply line G3/8 inches 0.4 MPa (4 bar)	All c35 coffee machines
8 Descaling device (Aqua Quell Purity)	All c35 coffee machines

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EG-Konformitätserklärung
EC -declaration of conformity
Certificat de conformité CE

CE

Die Firma
The company
La société

Cafina AG
CH-5502 Hunzenschwil, Römerstr. 2

erklärt, daß das Produkt
certifies that the product
certifie que le produit

Kaffeemaschine
Coffee maker
Machine à café

Mit der Typenbezeichnung
with the Type designation
avec la désignation

c35

Seriennummer
Serial number
Numéro de série

Aufkleber mit Seriennummer

auf das sich diese Erklärung bezieht, mit den nachfolgenden EG-Richtlinien übereinstimmt:
this declaration refers to corresponds with the following EC - directives:
objet de cette déclaration, est conforme aux directives européennes ci-dessous:

2004/108/EC

2006/42/EC

Angewandte Normen
Applied standards
Normes appliquées

EN 62233:2008; EN60335-1:2002+A11+A1+A12+A2; EN 60335-2-75:2004+A1+A11
EN55014-1:2006; EN 55014-2:1997+A1:2001;
EN 61000-3-2:2006; EN 61000-3-11:2000

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